



## MEMORANDUM

### Library Services Department

**DATE:** March 16, 2015  
**TO:** Library Board of Trustees  
**FROM:** Rosanne Macek, Library Services Director  
**SUBJECT:** **Library Report**

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#### **5.1 BUDGET - TENTATIVE TIMELINE**

March 24, 5:00pm: 5-Year Capital Improvement Program – Initial Review

April 14: Second Council goal setting session

April 28: Narrative Budget Report FY 2015-16

June 9: FY 2015-16 Proposed Budget Hearing

June 16: FY 2015-16 Budget Adoption

#### **5.2 LIBRARY REMODEL**

As part of last year's Capital Improvement Program, the City Council approved funding for the design portion of the Library remodel, with construction still unfunded. Public Works and Library staff has had 2 initial meetings with Noll & Tam Architects, and a timeline for completion of the design is in progress. The City Council will discuss the FY 2015-16 CIP on March 24. Both LinkedIn and Google have included funding for this project in their North Bayshore development proposals, but it is unknown when any actual development would occur.

Here are the goals for the remodel, with additional detail in my attached memo from last year.

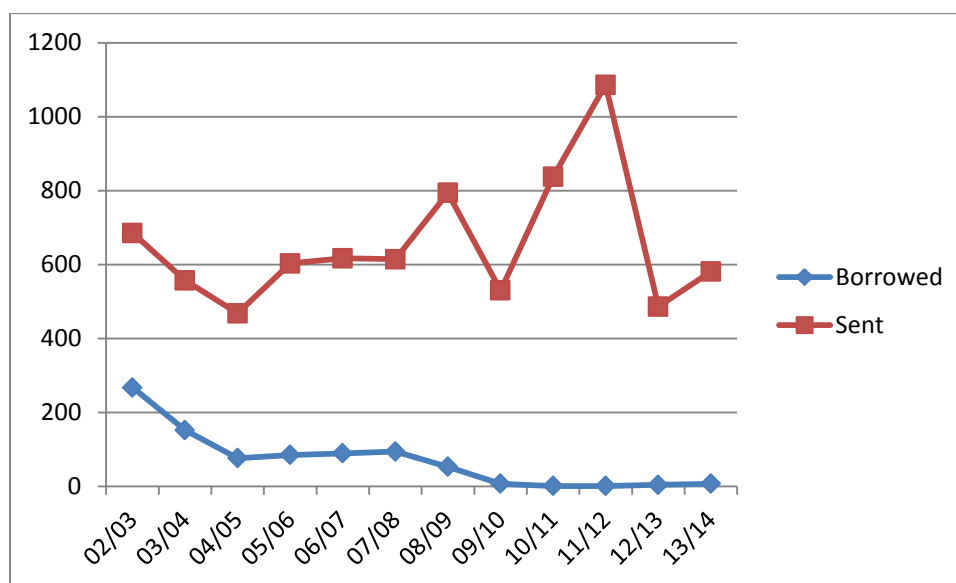
1. Expanding the children's services area into the adjacent media area

2. Expanding the existing community room into the adjacent media area
3. Creating a new, additional community room for adult programs
4. Creating seating area(s), three new study rooms, and consolidating the information and technology desks on the second floor
5. Creating an additional reading area

### **5.3 INTERLIBRARY LOAN**

Interlibrary loan requests in public libraries have declined in recent years due to the availability of other services like Link+ and the ease of obtaining information via the Internet and electronic databases. Some public libraries have eliminated this service. In surveying Bay Area libraries, the following still offer this service: Richmond, SFPL, SJPL, Monterey, Oakland, Santa Clara County, Burlingame, Daly City, San Mateo City, Santa Clara City, and San Bruno. Specific usage data is not reported to the State Library. The following libraries have eliminated the service: Alameda County, Hayward, Livermore, Palo Alto, Pleasanton, Redwood City, Santa Cruz, Sunnyvale, and Los Gatos. Both the Sunnyvale and Palo Alto Library Directors reported that the reasons they eliminated the service were due to the staff time involved and redundancies with Link+. Some of the libraries that still offer the service do not participate in Link+.

**MVPL INTERLIBRARY LOAN REQUESTS FY 02/03 - 13/14**



As illustrated above, the number of requests declined sharply in 2003/04 when we implemented Link+ and again in 2009/10 when we increased the fee. Anecdotally, Library staff has reported to me recently that they don't believe the fee is currently a barrier but we simply aren't receiving requests. For FYTD January 2015, we have received 1 request from a MVPL customer and received 290 requests from other libraries. In looking at the types of requests received, the majority is for books which we could possibly purchase, and only 4 of the 7 requests we received last year were for Mountain View residents.

For the same time period, we borrowed 8,863 items for MVPL customers via Link+ and sent 10,060 items to other libraries. With Link+ we have the ability to adjust incoming and outgoing requests and attempt to maintain as close to a 1:1 ratio as possible. With ILL we only have the ability to limit requests by type of material we will loan.

Interlibrary Loan is a very staff intensive service and staff currently spends 1-3 hours per day. The OCLC system we use is very complex and a large amount of time is spent checking for requests including responding yes, responding no, responding conditionally, responding to renewals, and completing requests. We have an 18-page manual with instructions for just this portion of the service. In addition, we call or email requestors to clarify requests, send overdue notices and bills, retrieve and shelve items, pack outgoing items, and take items to the post office.

The major cost of providing the service is staff time. A Library Assistant III spends a maximum of 3 hours per day supporting the service, but the average is probably closer to 2 hours. At a fully loaded cost, that would be \$27,117 in staff time. We do charge \$20 for out-of-state requests, with about 50 per year, which would reduce the cost to \$26,117. We previously received Transaction Based Reimbursement from the state for items loaned to other libraries but have not received this for the past few years and this funding is unlikely to return. While cost is important, staff workload is more of a concern due to staff reductions over the years and increased demand for library services.

Of the 807 people who responded to our recent Library Customer Survey, only 3 mentioned ILL as an important service. And, it wasn't clear from the responses if they meant ILL or Link+.

Due to lack of demand and availability of other options like Link+, I believe it is no longer a good use of staff time to support this service and we have other options we can offer. If a request is an item available for purchase, it would be much more cost effective to just buy it. For journal articles, we can access the academic databases at San Jose State University which would likely meet the need. As a last resort, a customer could be referred to the Los Altos Library to initiate an ILL for something that couldn't be obtained any other way.

## **6.1 CITY COUNCIL GOALS**

The City Council identified three major priority goals at the February 24, 2015 study session.

The proposed goals include:

1. Improve the quantity, diversity, and affordability of housing
2. Enhance environmental sustainability efforts
3. Improve transportation by enhancing mobility and connectivity

The next step in the Council goal-setting process includes receiving feedback from Departments and Advisory Bodies on potential specific projects that fulfill the priority theme-based goals over the next two fiscal years (FY 15-16 and 16-17).

The following is requested from all Advisory Bodies:

1. Identify any projects/activities/initiatives currently underway that fulfill the major goals
2. Provide input by action of the entire advisory body as a whole (consensus or majority) about potential specific projects/activities/initiatives that Council could consider to fulfill the major goals. If numerous projects are identified, please rank in priority order.
3. An advisory body can choose to provide no input on a goal.

I will need to provide your input to our Deputy City Manager by Wednesday, March 18, 2015.

Library staff is currently working on a list of projects to support these Council goals, including educational programs, exploring the possibility of email receipts to cut down on paper, and promoting our collection of bus and train schedules.

## **HIGHLIGHTS OF UPCOMING PROGRAMS**

March 17, 6:30pm: **Intro to Urban Bicycling.** Come learn the basics of bicycling at our Urban Bicycling Workshop, hosted by the Silicon Valley Bicycle Coalition. The course is a one-hour presentation covering many of the basics: the rules of the road and especially for Bay Area Bike Share riders, Bike Share 101. No bicycle is required. This class is funded in part by Bay Area Bike Share

March 19, 6:30-8:30pm: **One on One Tech Help.** Schedule a 20 minute appointment with a tech expert librarian to get help with the internet, laptops, tablets, cellphones, ebooks and more.

March 24, 7:00pm: **Understanding and Improving Your Credit Score: Impact, Truths and Fallacies.** Review the basics of the Credit Scores, from minimum and maximum to the components of the score. We will also discuss how to improve your overall score through credit restoration and how to avoid scams. Presented by the Financial Planning Association of Silicon Valley.

March 25, 7:00pm: **Fake Food Fest: Easter Basket.** Learn to sculpt miniature items out of Fimo, synthetic clay. You will create a tiny basket filled with spring treats to take home. Perfect for dollhouses or just a fun decoration.

March 31, 7:00pm: **The Birds of the Don Edwards San Francisco Bay National Wildlife Refuge.** Come learn about a few of the 227 species of birds you can find at the Don Edwards San Francisco Bay National Wildlife Refuge.

#### **LIBRARY CLOSED DATES**

March 27 – Staff Development Day

April 6 - Easter



## MEMORANDUM

DATE: February 27, 2014

TO: Dan Rich, City Manager

FROM: Rosanne Macek, Library Services Director

SUBJECT: Library CIP Proposal

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### PROJECT SUMMARY

This project would renovate areas of the Library in need of updating to meet current community needs, including:

1. Expanding the children's services area into the adjacent media area
2. Expanding the existing community room into the adjacent media area
3. Creating a new, additional community room for adult programs
4. Creating seating area(s), three new study rooms, and consolidating the information and technology desks on the second floor
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The building will also be required to meet current accessibility requirements, which may include an accessible van space in the underground parking garage, handrails and barriers at the exterior stairs and ramp, and some new interior signage.

### JUSTIFICATION/NEED

#### Introduction

The current Mountain View Public Library building was opened in 1997, based on a building program that was completed 21 years ago in 1992. Because of dramatic changes in use of the building, and omissions in the original plan, it is time to consider a remodel to ensure that the service meets current community needs.

## Changing Building Use

In the past 16 years since the library was opened, use of the building has increased dramatically. The chart below compares use of the facility one year after it opened to FYE June 30, 2013.

### Mountain View Public Library

#### Then and Now

	1999	2013	Increase
Library visits	528,083	855,854	+62%
Collection	264,275	330,562	+25%
Circulation	812,826	1,746,903	+115%
Program attendance	16,662	56,570	+240%

More residents are visiting the library, they're checking out more materials, they're hanging out to study, and they're attending more classes and programs in the building. The library has evolved into a community gathering space, which is a trend for public libraries across the country.

Even though the library is offering information electronically via eBooks and databases, the print collection remains important. According to a recent study published in the Los Angeles Times, 62% of the young people ages 16 to 24 said that they prefer printed books to eBooks.<sup>1</sup> While the print book collection is not expected to grow, it is not expected to decrease dramatically within the next five years. However, based on current usage, the magazine and DVD collections will probably become less important in the coming years due to more current information available on the internet and the use of streaming services for media.

The part of the library's service that has increased the most dramatically is program attendance, for both children and adults. The library's mission of lifelong learning is increasingly fulfilled through workshops and classes as well as via the collection.

#### Library Program Attendance

	1999	2013	Increase
Children	16,177	38,947	+141%

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<sup>1</sup> Tobar, Hector. "Young people prefer printed books to e-books, survey finds." Los Angeles Times, November 26, 2013.

Adults	485	4,404	+808%
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### **Inadequate Children's Area**

Because of cost constraints, the building was opened with inadequate space for children and families. Of the total 60,000 square feet, only about 10% is devoted to the children's area. Based on current library usage, about 80% of the program attendance and 45% of the total circulation is from the children's department, yet so little of the building is devoted to this important function. Informal feedback from a local architectural firm reveals that of 4 new public libraries they designed, the average space devoted to children's services was 22%.

There were informal plans to eventually expand the children's area out into the parking lot on the Franklin Street side, but that would be costly for the city and would eliminate much-needed parking. Based on data from the California State Library for the other communities near the same population as Mountain View, the median library square footage is 48,941, with a mean of 41,500. With 60,000 square feet, Mountain View already has a good-size library, so remodeling within the existing building footprint is recommended as the most cost-effective plan to ensure the Library meets current community needs.

### **RECOMMENDATION**

The following space planning goals are recommended, in order of priority:

- 1. Expand the children's space into the adjacent media area, address noise from first to second floor problem, move media to second floor, and consolidate service points.**
  - a. The children's space is too small to support the Library's service to youth and families. It is recommended that this space be expanded into the adjacent media area. This need was identified many years ago and there is a current unscheduled project, US-27, in the CIP FY2013-14 through FY 2016-17.
  - b. Since the building was originally opened, there have been numerous complaints about the noise traveling from the first floor to the second floor through the opening in the second floor above the current media area. Expanding children's will make this problem worse, since children's programs are quite noisy, and the adults using the second floor need quiet study space. Therefore, it is recommended that this opening be closed and made into a structural floor, and that a wall be added between the



newly expanded children's space and the lobby. This not only addresses the noise problem, but allows for useable square footage on the second floor for additional seating. As above, this also has been a long-recognized need, with an unscheduled project, US-12.

- c. Expanding the children's space will require that the adult media collections be relocated to the second floor. With dramatic reductions in the print reference collection, and the expectation that the media collection will not grow, there is space to accommodate this.
- d. Due to confusion experienced by the public between the welcome and customer service desks, a consolidation of service points would be more efficient for the public. The welcome desk would be removed, and its functions would be incorporated into the customer service desk. With expansion of the children's area, the children's reference desk would be moved to the center of the newly-expanded space.

**2. Increase programming space, including expanding the current community room and capturing backroom space for an additional program room.**

- a. The existing community room is too small for most children's programs. Friday morning story times often draw well over 300 people for two sessions. And summer reading programs have been moved out into the park to accommodate the large crowds. The current room would be expanded into the adjacent media area, which will increase the space approximately 540 square feet to about 1,695 square feet.
- b. With attendance at adult programs increasing dramatically, there is a need for a smaller program room for adult programs and other community meetings such as the Library Board. There are two options for this. One would be to capture approximately 790 square feet in the first floor staff area, but since this adjacent to the server and telecom room, it may not be feasible. The likely space is on the second floor, where the back issues of the magazines have been stored until recently. Because of the dramatic drop in use of this collection, most of it has been cleared out and digitized, freeing up approximately 735 square feet for public use.

**3. Add seating and study rooms on the second floor and consolidate service points.**

- a. One of the concerns expressed in the Library Customer Survey was lack of seating on the second floor. The building is often at capacity, with no

empty seats. If the open space is turned into a structural floor, additional seating could be added.

- b. Service points could also be consolidated to make space for three additional study rooms, which are also at capacity.

#### **4. Create an additional reading area.**

- a. The periodical back file room can be opened up to create an additional reading area on the second floor, adjacent to the existing periodical/reading area. If the new community room is located in this area (per 2b above), then the new reading area can be located in the staff area on the first floor.

### **COST ESTIMATES**

Complete Project	\$1,418,500
Expansion of children's and expansion of existing community room	\$1,020,000
Expansion of children's only, no community room expansion	\$681,000
Expansion of existing community room only	\$232,000
Option 1 - Convert first floor staff area to small community room	\$207,000
Option 2 - Convert first floor staff area to reading room	\$193,000
Consolidate 2 <sup>nd</sup> floor service desks, add seating and study rooms	\$310,000
Option 1 - Convert periodicals back file room to seating area	\$200,000
Option 2 - Convert periodicals back file room to community room	\$194,000

**Note: We do have \$280,000 left in current CIP 11-27 which could be used to get started with this project and do a detailed design until funding could be allocated for the entire project. US-12 and US-27 could be taken off the list of unscheduled projects and incorporated into this project.**

### **ALTERNATIVES**

Reduce the scope of work to:

1. Expanding the Children's Services area
2. Expanding the existing Community Room

The estimated project cost for this reduced scope is \$1,020,000

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